

ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

E-01345A-05-0816

Opinion No. 2005 - 48489

Date: 11/25/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Jean M.**

Oliver

Account Name: Jean M. Oliver

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/21/05 -

November 9, 2005

Jack Davis, President CEO
APS
Mail Station 8516
P O Box 63999
Phoenix, AZ 85072-3999

RECEIVED
2005 NOV 29 A 8:38
AZ CORP COMMISSION
DOCUMENT CONTROL

Dear Mr. Davis:

I have received your letter regarding increases in electric prices. It looks like you are requesting a total of 26.7%.

I am very sorry, but I will not be getting a 26.7% raise anytime soon. At my next review in July, 2006, my increase - if any - will be between 3% and 5%. Electricity costs for me are about 4% of my net income. You want to increase this to 5%. Obviously, I don't feel good about this.

Fuel prices are going down - to pre-Katrina prices. I was also under the impression that current customers shouldn't have to pay for future customers.

Another concern is about Palo Verde. Again, it was my understanding that this nuclear station would be paying for itself.

For most of us in this day and age, especially in the United States, electricity isn't considered a luxury - but a necessity. Do we need to change our minds?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your attention to this correspondence.

Sincerely yours,

Jean M Oliver


Payson, AZ 85541

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/25/2005

Opinion No. 2005 - 48489

file in E-01345A - 05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (520) 254-5555

Fax: (520) 254-5555

Priority: Respond Within Five Days

Opinion No. 2005 - 48478

Date: 11/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Carol

Flippin

Account Name:

Carol Flippin

Home: (520) 254-5555

Street:

[REDACTED]

Work: [REDACTED]

City:

Arizona City

CBR:

State:

AZ

Zip: 85223

is:

Utility Company:

Arizona Public Service Company

Division:

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer letter expressing opposition to the proposed APS rate increase:

Arizona Corporation Commission Utilities Division

1200 W. Washington Phoenix, AZ 85007-2996

Dear Mr. Miller and Commissioners:

I received this letter on the internet and have changed a few parts to better express my concerns.

A few days ago, I received a letter from Arizona Public Service announcing that they were filing for a TWENTY PER-CENT increase in electric rates. That was in addition to the temporary increase for 1.7 per-cent increase identified as pending before the Commission AND the expectation of requesting ANOTHER five percent increase in April of 2006. I could not believe what I was reading, but it is just another way the public is being fleeced on a daily basis by big corporations!

Granted, gasoline costs have increased, and we desperately need a "Price Gouging Law" as do other States. I must point to the hydroelectric and coal producing electricity that makes up much to satisfy Arizona's demand however. Rate increases such as those outlined are absurd! Yes, I am sure A.P.S. has more customers, that for the most part are obtaining service in areas that currently have existing transmission lines, that individuals or developers are paying to have service established and obviously their gross revenues are increasing commensurately. Their claim of "need" rings hollow! It is just another way to pay the CEO's higher wages.

When "I", see a similar increase in my fixed and limited retirement incomes, then and ONLY then should Arizona Public Service be granted an increase! I urge you to tell them "NO! You will NOT be granted your requested increase!"

Please represent Arizonan's collective interests as stated. Thanking you for your service and protecting Arizona.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Carol Flippin

Arizona City, AZ 85223

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I forwarded OPINION to John LaPorta CONS-PHX for processing. File closed.

End of Comments

Date Completed: 11/23/2005

Opinion No. 2005 - 48478

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48479

Date: 11/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Norma

Dodson

Account Name: Norma Dodson

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Camp Verde

CBR:

State: AZ Zip: 86322

is:

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following letter from customer expressing opposition to APS' proposed rate increase:

November 17, 2005

Arizona Corporation Commission, Utility Division 1200 W. Washington Street Phoenix, Arizona 85007-2996

Dear Commissioners:

In view of APS's outrageous request for a 20% increase in rates, I have decided I needed to express my views to you.

APS needs to practice more economic management for one thing. One evening this past week, I observed four (4) commercial slots in, an hour and a half program.

Since APS is almost a monopoly here in Arizona, why the need for such, advertising? They add every charge that they can think of to our bill as it is; i.e. meter rental, meter reading, etc. That is like going to the shopping center and having to rent a basket to hold your purchases, then pay the cashier to check you out.

If they are allowed to pass on to the public the increase in fuel prices, who are we going to pass it on to??

Arizona has a disproportionately large senior population. We are to receive a 4% C.O.L.A. increase in January, 2006. That increase will be largely gobbled up by Medicare "D", the new drug program. We too, suffer from the increasing fuel costs, plus those rural Arizonans who use propane can look forward to increasing prices for that vital commodity

Please deny AP S's price gouging. They already had a 4% increase, make it, make it be the only one they receive.

There you have some of my thoughts and suggestions. I truly hope that you will act in the best interest of the people.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank You,

Norma Dodson, Concerned Senior Citizen

Camp Verde, AZ 86322

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, spoke to Mr. Dodson, acknowledged receipt of letter and advised that the letter would be made part of the record in this matter. Customer related that their address is 3340 S. Mary Way not 3350. I agreed note the file accordingly. I e-mailed John LaPorta @ ACC Phx-Cons the complaint information. File closed.

End of Comments

Date Completed: 11/23/2005

Opinion No. 2005 - 48479

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48488

Date: 11/25/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Cathy

Porteous

Account Name:

Cathy Porteous

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Prescott

CBR:

State:

AZ

Zip: 86302

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/21/05 -

November 18 2005

Arizona Corporation Commission
Utilities Division
1200 W. Washington
Phoenix, AZ 85007-2996

Dear Mr. Miller and Commissioners,

I have now received a letter from Arizona Public Service announcing that they were filing for a TWENTY PER-CENT increase in electric rates. That was in addition to the temporary increase for 1.7 per-cent increase identified as pending before the Commission AND the expectation of requesting ANOTHER five percent increase in April of 2006. I could not believe what I was reading!

Granted, gasoline costs have increased, and we desperately need a "Price Gouging Law" as do other States, but I must point to the hydroelectric and coal producing electricity that makes up much to satisfy Arizona's demand. Have we not all learned that there are times when you must "do more with less". Rate increases such as those outlined are absurd! Yes, I am sure A.P.S. has more customers that for the most part are obtaining service in areas that currently have existing transmission lines, that individuals or developers are paying to have service established and obviously, their gross revenues are increasing commensurately. However, their claim of "need" rings hollow!

WHEN "we", (Arizonans), see a similar increase in our paychecks or fixed and limited retirement incomes, then and ONLY then should A.P.S. be given the opportunity to request an increase. I urge you to tell them "NO! You

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

will NOT be granted your requested increase!

I have never felt it necessary to write the Commission in Arizona until now. YOU NEED TO LISTEN TO OUR REQUESTS, and please represent Arizonan's collective interests as stated. Thank you for your service on the Commission and I hope for your refusal of the request by A.P.S.

Sincerely,

Cathy Porteous

Prescott, AZ 86302

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.

End of Comments

Date Completed: 11/25/2005

Opinion No. 2005 - 48488

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48492

Date: 11/25/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Jose

DeElena

Account Name:

Jose DeElena

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Apache Junction

CBR:

State:

AZ Zip: 85219

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

****E-01345A-05-0816****

Customer sent the following correspondence to the Commission received 11/21/05 -

To AZ Corp Commission : on the A.P.S. raise on the Electric. The vote should be NO. They-R-not looking hard to help their customer's etc.

Instead of buying more NATURAL GAS etc to create Electric Power. They should drop that stupid ad on TV that would save A.P. S. money. They should put on all their building's, roof's, wall's, pole's etc solar panel's & 3 Ft to 100 Ft windmill's to get Electric power. & they should build on old land fill's to get m-GAS. & they should help people who want to have solar power panel's the extra Electric power can go back to A.P.S. The solar Panel's should be place on Building's & Home's & Shed's & wall's etc that don't use Tobacco, nor candle's, nor Fire place's, nor opened campFire's, nor BBQ Fire's, this way less chance of Fire's. Each Building etc become's an electric Plant in a-way. & Building's could be eqw/water spirinkler's in case of Fire. And all New ho's etc & Businesse's should be between 13 stories to 166 to 300 story's High so all part's can be eq w/solar Panel's & wind mill's From 3 FT High to 100 Ft High, the whole valley & MT's & Hill's could become a Power Plant & make sure the owner's & renter's are not smoker's, nor use's fireplace's, BBQ Fire's, opened camp Fire's, nor their Families, Frien's, etc, nor Employee's, etc. The people who use's Tobacco, candles, BBQ Fire's, opened camp Fire's Fireplace's they can be charge more money 2/For Electric power etc they can Afford it. & each Building's etc should be require to be recycling etc between 75% to 1000% this will save on Electric power & the same w/Employee's, Employer's owner's & Renter's & Guest's, this will help, everyone & less chance For war's, etc, & less chance of having to buy Fuel's to create Electric power etc. otherwise allow a 3rd company to compete against A.P.S.! A company own by the people of AZ. In time A.P.S. will be out of business.. A company own by the people of AZ who want solar & wind power will do better. If I could Afford it my home would be solar power & wind power etc. And all New Home's & businesse's should be about the ground by loft so the grey water, From shower's, BathTub's kitchen, sink's can Flow to Fruit tree's & veg garden's. The area's where there is High wind's or Torandoes those area's should have Home's & businesse's build out of concrete so they can't be Blown down by High wind's etc Nor burn down by No grown terrorist's etc. & each one should have water proof basement's etc. & there should be 5 to etc tory places to park veh's, each building etc eq w/spy video camera's

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

For safety of all & to catch anyone doing damage, those against this can paid Higher Fee's & don't need to live or work in those Building's. etc. Also the Building's near canal's, can build wider canal's For Transportation of people 3 & product's etc & w/benche's to relax & sight seeing, almost like beach Front property, but where each Building also has rain gutter's to catch rain water etc. this way rain water can be reuse & it can go back to the underground water Table etc. & those who want mini-Farm's for growing Fruit tree's & veg garden's can be near the canal's etc. Those on Food stamp's etc should be Force to have Fruit tree's & veg garden's Each of these will save money & energy For everyone. The cost can be very little. A.P.S. won't lose. They will lose, if a 3rd & 4th Electric companies are form. Just like the U.S.A. postal service need's a competitor at least two more competitor's, right now we are denied a choice having only one USA Postal Service. Two companies to compete w/the USA Postal service would bring the postage down to .20 a stamp. & better service & more honestly. The Now USA Postal Service is dishonest & thief's, & cheater's, etc etc. Don't be surprise if U-see my name in the new's. I am out to get people to Form a 3rd etc co, against A.P.S. & against the etc. & to Form a second competitor Against the U.S.A. Postal service. & to change Columbus day to Rosa Park day & to recall President G.W. Bush & all of congress etc. Bush etc pull one Billion \$ From veteran's many Vet's go w/o/medical 4/help & these. va clinic old william's air base has no shuttle bus For the vet's w/o/ transportation. The PHX VA medical center Has no VA shuttle bus from 12 noon to 5P. & non on Sat's. Bush etc use's soldier's than toss's soldier's aside as trash. Bus etc they get medical & their mail, while other's like me get deny medical & mail because we use our First Amendment etc. So Bush etc don't really support our troop's. Bush etc support's smuggler's, drug smuggler's, illegal drug user's, pimp's, etc. pimp's & illegal prostitute's & illegal drug user's, & illegal drug dealer's & smuggler's get Food stamp's, Dental, Medical, etc. while I get denied as do other Vet's, Draft dodgers etc get more while many vet's etc get denied this & that. Have a nice day all 86,400 seconds = sin's choice's etc. Have a nice ThanksGiving, Merry Christmas, Happy New YR's, Happy Birthday's etc. I live at Jose DeElena [REDACTED] AZ 85219-4222 U.S.A. but my mail is deny me So I get my mail at Jose DeElena [REDACTED] A.J. Az 85220

Dated 11-15-2005 how I am a Vietnam Vet draftee 1st tour w/2 bronze star's one w/V for Valor & a lot of Purple heart's & a second tour in Nam U.S. Army & I have Nat Guard time. & I try to reup for Desert Storm & 9-11 & I was told NO. The oldest Vietnam Vet who has serve in Iraq is about 68, the oldest who has been called up from IRR is about 68. Me I am 57 young compare to those 68. u-can release this to the news media.

Sign Jose DeElena
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and for the Docket in this matter.
End of Comments

Date Completed: 11/25/2005

Opinion No. 2005 - 48492